



**Position:** Family Reunification Housing Case Manager  
**Reports To:** Housing Stabilization Program Manager  
**Classification/FLSA:** Full-Time/Non-Exempt

The Family Reunification Housing Subsidy program (FRHS) provides rapid re-housing and case management services to families in the child welfare system, where the parents' homelessness is the sole barrier to the return of the children. This position is responsible for providing permanent housing location and field-based, case management services to families referred through the Department of Children and Family Services.

The position is also responsible for working with owners, landlords and property managers to identify housing opportunities for homeless families; introducing UBH's programs and how they work to support families in housing. This includes educating prospective landlords, owners and management firms, on rental assistance programs. The position will also help educate on housing right laws and responsibilities—with the intention of mitigating any potential tenant-related matter, including deterrence of evictions. Additionally, this position will provide support and guidance to participants and landlords when issues in relation to participant's housing occurs (e.g. late rents, neighbor issues, etc.)

#### **ESSENTIAL FUNCTIONS**

- 1) Conduct comprehensive intake and assessments of participants to develop Housing Case Plan.
- 2) Provide case management services which include but are not limited to providing appropriate resources, tools, and counseling to assist participants in achieving their case plan goals; making referrals for services and following up to ensure that the referrals were completed; tracking and documenting participant progress.
- 3) Recertify participants every 3 months to assess participant's progress and need.
- 4) Educate participants on the 'step-down' approach to decreased rental assistance over time.
- 5) Provide participants with referrals and information to help increase their income through employment or other opportunities such as vocational training.
- 6) Assist participants in all aspects of locating and securing permanent housing (identifying housing resources, communicating and negotiating with landlords, processing and submitting application, advocating for participants, coordinating the enrollment/leasing process, etc).
- 7) Document and maintain up-to-date information on services provided to participants in the CareLinQ and Homeless Management Information System (HMIS) within 48 hours of interaction, situation, or information noted. In addition, maintain electronic and hard copy case records.
- 8) Perform rent calculations for rental assistance programs and counsel participants regarding rent, security deposit and lease provisions.
- 9) Network with new owners, landlords and property managers to discuss UBH's rental assistance and placement programs.
- 10) Educate landlords on how the short/medium-term and long-term rental subsidy programs works including timeframe and potential payment breakdown and encourage their participation.
- 11) Perform site visits at all prospective units to ensure they meet guidelines for habitability standards, including safety and security concerns.

- 12) Provide advocacy as needed to help address issues and barriers between landlord and participant. Work in tandem with the housing coordination/stabilization team to address any participant-related issues.
- 13) Respond (liaison) to complaints from landlords and participants related to housing issues.
- 14) Perform inspections, post participant acceptance, of unit for habitability of actual unit. Ensure the FMR are within contractual obligations. Negotiate rent when necessary.
- 15) Collaborate with other partner agencies to insure seamless housing placement and resolve potential issues.
- 16) Participate in staff meetings, case reviews and other relevant trainings.
- 17) Attend community meetings and other assigned meetings, events, workshops, etc.
- 18) Other duties as assigned.

### **QUALIFICATIONS**

- 1) Bachelor's Degree and 2 years of experience in human services or significant work experience relevant to the position.
- 2) Experience working with homeless population; experience working with homeless families preferred.
- 3) Demonstrated knowledge of fair housing laws and practices.
- 4) Knowledge of the child welfare system preferred.
- 5) Exhibit high level of professionalism.
- 6) Exhibit trauma informed care in working with participants.
- 7) Ability to communicate well orally and in writing, and follow detailed instructions.
- 8) Ability to work in a team and independently.
- 9) Ability to maintain clear personal and professional boundaries.
- 10) Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.
- 11) Ability to solve problems, make decisions, resolve conflicts and listen.
- 12) Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- 13) Ability to respond responsibly in emergency and crisis situations.
- 14) Ability to occasionally work varied hours/days including evenings.
- 15) Basic computer skills including used of Windows Office Suite programs and using a data management system.
- 16) Valid California driver's license and proof of auto insurance.

### **MANDATORY REQUIREMENTS**

- 17) Employment Eligibility Verification
- 18) Reliable transportation
- 19) Updated tuberculosis test
- 20) Successful completion of background screening